

**2000 ANNUAL REPORT ON
CONSUMER ASSISTANCE**



**MAINE PUBLIC UTILITIES COMMISSION
CONSUMER ASSISTANCE DIVISION**

ANNUAL REPORT ON CONSUMER ASSISTANCE 2000

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TABLE OF CONTENTS

I. INTRODUCTION	1
II. THE YEAR IN REVIEW	1
A. Electric Restructuring Consumer Education Program.....	1
B. Lifeline and Link-up Programs.....	2
C. Slamming.....	4
D. Cramming	5
E. Electric Line Extension Policies.....	5
III. CUSTOMER CONTACTS	7
A. Requests for Information	9
B. Consumer Complaints	9
C. Requests for Winter Disconnection	12
D. Requests for Exemption.....	12
E. Violations of Commission Rules.....	13
IV. UTILITY COMPLAINT PROFILES	13
A. Competitive Electricity Providers.....	14
B. Electric Transmission and Distribution Utilities.....	15
B. Telephone Utilities.....	17
C. Natural Gas Utilities.....	19
D. Water Utilities.....	20
E. Common Carriers.....	21
V. EDUCATION AND OUTREACH	21
A. Consumer Bulletins	21
B. Other Outreach Activities.....	22
VI. LOOKING FORWARD TO 2001	24
A. Electric Lifeline Program.....	24
B. Standards for Billing, Credit and Collection, and Termination of Service for Telecommunication Utilities.....	24
C. Electric Line Extension Policies.....	25
D. Customer Feedback Survey.....	25

LIST OF FIGURES

Figure 1: Customer Contacts.....	8
Figure 2: Types of Customer Contacts	8
Figure 3: Complaints Filed (by Utility Type).....	10
Figure 4: Complaints Filed (by Issue).....	10
Figure 5: Complaints Resolved (by Utility Type).....	11
Figure 6: Complaints Resolved (by Issue)	11
Figure 7: Complaint Rates (by Utility Type).....	14
Figure 8: Electric Utility Complaint Rates.....	15
Figure 9: CMP Complaints Resolved (by Issue)	16
Figure 10: BHE Complaints Resolved (by Issue).....	16
Figure 11: Telephone Utility Complaint Rates.....	17
Figure 12: Verizon Complaints Resolved (by Issue)	18
Figure 13: AT&T Complaints Resolved (by Issue).....	19
Figure 14: NUI Complaint Rate	19
Figure 15: NUI Complaints Resolved (by Issue).....	20

LIST OF TABLES

Table 1: Lifeline Participants	3
Table 2: Link-up Participants.....	3
Table 3: Winter Disconnection Requests.....	12
Table 4: Number of Violations	13
Table 5: Customers Served by Competitive Providers	14
Table 6: Presentations by CAD Staff.....	23

APPENDIX

Utility Complaints Resolved in 2000

I. INTRODUCTION

The Maine Public Utilities Commission (Commission) is an independent agency created by the Maine Legislature to assure safe, reasonable and adequate service at rates that are just and reasonable to customers and public utilities. The Commission has jurisdiction over water utilities, electric utilities, water carriers, gas utilities, telephone utilities, and resellers of telephone services.

The Consumer Assistance Division (CAD) is the Commission's primary link with utility customers. The CAD is charged with ensuring that customers, utilities, and the public receive fair and equitable treatment through education, resolution of complaints, and evaluation of utility compliance with consumer protection rules. In order to promote understanding and prevent disputes, the CAD seeks to educate and inform customers, utilities, and the public about utility-related customer service issues, and consumer rights and responsibilities.

Duties of the CAD include responding to information requests, investigating and resolving disputes between consumers and utilities, assessing utility compliance with consumer-related statutes and Commission rules, and screening requests from utilities seeking to disconnect gas or electric service in the winter. The CAD also assists utilities in designing and operating effective consumer service programs that are fair to both consumers and utilities. This report is a summary of the CAD's activities in 2000.

II. THE YEAR IN REVIEW

A. Electric Restructuring Consumer Education Program

The CAD continued its involvement in the Commission's electric restructuring consumer education program. Launched in 1998, the program satisfies both a Legislative mandate that the Commission provide education regarding the consumer's ability to choose an electricity provider, and the Commission's own objective to inform consumers about changes in the electric industry. Information provided to residential, small commercial, and municipal consumers was designed to increase consumer awareness of electric choice, allow customers to make informed decisions regarding their electric supplier, and provide an objective and credible source of information for consumer questions.

In anticipation of heightened consumer interest as the date for electric choice neared, the Commission continued advertising on television, radio, and in newspapers during January and February 2000. In addition, a copy of the Commission's *Power Handbook* on electric restructuring was mailed to every residential and small commercial customer in the state. Several brochures addressing different aspects of electric choice were developed, and were mailed to each consumer who contacted the CAD with questions on electric restructuring.

Outreach activities for selected community-based organizations continued, and Commissioners and staff continued to speak to groups across the state giving 89 presentations about electric restructuring to about 2,000 customers. In addition, the CAD answered over 6,250 calls from Maine consumers with questions regarding electric restructuring.

B. Lifeline and Link-up Programs

To ensure that every home in the country has telephone service at an affordable cost, the federal government and most state governments (including Maine) have encouraged subscribership by offering credits to qualifying consumers with low or fixed incomes. Consumers eligible to receive assistance through programs such as Temporary Aid to Needy Families (TANF), food stamps, Supplemental Social Security Income (SSI), Low-Income Home Energy Assistance Program (LIHEAP), or Medicaid may receive support referred to as Lifeline and Link-up.

Since 1985, the Federal Communications Commission (FCC), in conjunction with the Commission and local telephone companies, has administered the Lifeline and Link-up programs. The Lifeline program reduces a qualifying customer's monthly basic telephone charges by up to \$10.50, while the Link-up program provides federal support to reduce initial connection charges for eligible customers to \$10.00 (a charge which is normally \$45.00 for Verizon customers).

Despite the availability of these programs, there was concern that the telephone subscription rate for low-income consumers was significantly lower than the norm for the general population. Therefore, in 1999, the Commission and the Maine Public Advocate's Office initiated a plan to increase the penetration rate for the Lifeline and Link-up programs in Maine using moneys from the Maine Telecommunications Education Fund (MTEF). (The MTEF is a non-profit fund established to enhance consumer understanding of telephone service and equipment options, and the changing nature of telephone service in general.) About 134,000 personalized letters about the two programs were sent in late 1999 to eligible individuals in Maine.

Prior to 1999, Maine had achieved a 60% penetration rate for the Lifeline program (65,500 customers). As a result of the informational mailing, the number of people participating in the Lifeline program increased by 17%, bringing 11,402 new participants into the program (see Table 1). The penetration rate for the Lifeline program correspondingly increased from 60% to 71% between October 1999 and April 2000. This was a significant increase, in light of the fact that the penetration rate for the Lifeline program had increased by only 1.9% from January 1995 to September 1999 (the month prior to the mailing).

Table 1: Lifeline Participants

Month	# of Lifeline Participants
September 1999	65,489*
October 1999	70,209**
November 1999	70,300
December 1999	71,524
January 2000	72,611
February 2000	73,625
March 2000	74,459
April 2000	76,891

*Before mailing

**After mailing

Prior to the informational mailing, the average number of new Link-up participants per month was 1,178. The average number of total participants per month including people who moved was 1,894. As shown in Table 2, the cumulative increase in new participants during the six months after the mailing was 39% over the expected average, resulting in 2,722 people receiving phone service who did not have it prior to the mailing. This figure is significant because it represents the number of customers who signed up for service as new customers, and were not simply moving from one location to another.

Table 2: Link-up Participants

Month/Year	New participants	Number over monthly average	% increase over monthly average	Total participants (including moves)	Total % increase over monthly average
Oct. 1999	1,743	565	48%	2,367	25%
Nov. 1999	2,245	1,067	90%	2,968	57%
Dec. 1999	1,511	333	28%	2,066	9%
Jan. 2000	1,509	331	28%	2,058	9%
Feb. 2000	1,381	203	17%	1,943	2%
March 2000	1,401	223	19%	2,135	13%
Total	9,790	2,722*	39%*	13,537	19%*

*Increase attributable to the MTEF effort

In 2000, the CAD received over 300 calls from customers who received a letter or flyer about the Lifeline and Link-Up programs. Many of these customers had been disconnected in the past for non-payment of toll charges and believed they could not receive telephone service until they paid off the toll arrearages. Some customers had never had telephone service, at least not in their name. The CAD helped these customers obtain service, sign up for the two programs, and establish affordable payment arrangements for outstanding basic service charges. If not for this mailing, many of these customers would have continued to go without phone service. As a result, Maine has one of the highest participation rates for these programs in the nation, and had the highest participation rate for telephone service in 2000 (97.9%).

Eligible Telecommunications Carriers (ETCs) must continue to support efforts to increase customer awareness of the Lifeline and Link-up programs pursuant to Chapter 294 of the Commission's rules. These efforts may be undertaken by or on behalf of the individual ETC or a consortium of ETCs. Regardless of the body performing the outreach, the individual ETC is responsible for the effectiveness of the effort. Each ETC in the state must file a report annually with the Director of the CAD detailing its outreach efforts. Review of these reports should provide sufficient information to determine if additional outreach by the carriers is necessary.

Additional protection for Linceline customers was provided with the revision of Chapter 810 of the Commission's rules (*Residential Utility Service Standards for Credit and Collection Programs*). The revision prohibits the disconnection of local service to Linceline customers for non-payment of toll charges, and was effective March 15, 2000.

C. Slamming

Consumers have the right to choose their primary local and long distance telephone companies, and to change companies whenever they wish. Sometimes a consumer's company is changed without the consumer's knowledge or consent. This is known as "slamming," which deprives consumers of their right to choose, and in many cases results in much higher bills. In 2000, the CAD received 52 complaints of intrastate toll slamming, 5 complaints of interstate toll slamming, and 12 complaints of both intra- and interstate toll slamming. Recent changes in both state and federal regulations are described below.

1. State Rules

Chapter 296 of the Commission's rules (*Selection of Primary Interexchange and Local Exchange Carriers*) became effective September 9, 1999. Title 35-A M.R.S.A. § 7107 requires the Commission to adopt nondiscriminatory and competitively neutral rules to address the problem of slamming. The rule prohibits telecommunications carriers from changing a customer's preferred telecommunications carrier without first receiving the customer's authorization. It also allows customers to "freeze" their preferred carrier selections. The rule establishes requirements for soliciting, imposing, and lifting preferred carrier freezes, and establishes penalty procedures for violations.

2. Federal Rules

The Commission "opted-in" to new FCC rules that became effective November 28, 2000. The new rules allow the Commission to be the first contact for resolving all slamming complaints from Maine consumers, even those that may involve interstate jurisdiction. Maine joins over 30 other states choosing to administer the new federal slamming rules. The FCC's strengthened slamming rules increase the penalties for

slamming and increase the incentives for authorized carriers to pursue slammers. The rules also ensure that if the Commission finds that a slam has occurred, consumers will receive compensation. Where a consumer has not paid the unauthorized carrier, the consumer will be absolved of the obligation to pay for service for up to 30 days after a slam. Where a consumer has paid the unauthorized carrier, the rules require the unauthorized carrier to pay 150% of the charges it received from the consumer to the authorized carrier, which must then reimburse the consumer 50% of the charges paid by the consumer.

D. Cramming

Cramming occurs when charges for telephone services are added, or “crammed,” onto local telephone bills without the consumers’ knowledge or consent. Cramming includes unauthorized pay-per-call charges, and charges for voice mail, 800 numbers, and calling card services that are generally marketed through sweepstakes or other promotions.

The Legislature enacted 35-A M.R.S.A. § 7107 to protect telecommunications customers from the misleading and abusive marketing practices associated with cramming. Section 7107 requires the Commission to adopt rules to address the problem of cramming. Chapter 297 of the Commission’s rules (*Registration Requirements, Complaint Procedures and Penalty Provisions for Service Providers and Billing Aggregators*) became effective January 19, 2000.

The rule prohibits telephone utilities from placing charges on a customer’s bill without first receiving the customer’s authorization. It also establishes a registration process for billing aggregators and service providers and establishes penalty procedures for violations. In 2000, the CAD processed 113 applications for registration from billing aggregators and service providers, of which 90 were approved. The rejected applications were either incomplete or failed to demonstrate a company’s ability to provide quality service to customers in Maine.

The CAD did not receive any cramming complaints in 2000.

E. Electric Line Extension Policies

The CAD devoted a substantial amount of time to explaining changes in line extension policies to customers of Maine’s three largest electric utilities, Central Maine Power Company, Bangor Hydro Electric Company, and Maine Public Service Company. The CAD received 367 requests for information and mediated 17 customer disputes that arose out of these line extension policy changes.

1. Central Maine Power Company

Of the three electric utilities that changed their line extension policies, revisions to the Central Maine Power Company (CMP) policy resulted in the majority of line

extension customer contacts. The changes to CMP's line extension policy went into effect January 1, 2000. The revised policy requires that: 1) all customers constructing a line extension pay the actual cost of the extension; 2) the full cost of the extension be paid prior to CMP constructing the line; 3) the customer pay for the full length of the line extension; 4) a Development Incentive Payment of \$1 per foot with a minimum payment of \$500 be paid by any customer connecting to a new line extension within five years of the line extension being constructed; and 5) the design and construction of all private lines be certified and overseen by a professional engineer.

The new policy also contains a subsidy of up to \$2,800 for low-income customers building line extensions. Customers qualify for the subsidy through their local Community Action Program. These changes were a major departure from CMP's previous line extension policy, which: 1) allowed the customer to receive the first 300 feet of the line extension at no charge; 2) allowed the customer to pay for the line extension over time; and 3) charged per foot for construction of the line extension. These policy changes resulted in a significant number of calls from CMP's customers requesting an explanation of the new policy and how it would affect their particular situation. The changes also resulted in several disputes from customers who believed they should be grandfathered under CMP's previous line extension policy.

2. Bangor Hydro Electric Company

The revisions to the Bangor Hydro Electric Company (BHE) policy went into effect July 1, 2000, and concerned two major areas. The first change addressed how the cost of tree trimming and ledge work are treated. Under BHE's new policy, the actual cost of trimming and ledge work for a line extension will be added to the average cost for the extension when the work is performed. However, for the purpose of allocating line extension costs among all customers served by the line extension, the ledge and trimming costs will be averaged over the entire length of the line extension. Under BHE's previous policy, the average cost of the line extension included the average costs of tree trimming and ledge removal, whether or not the work was actually performed. The second change affected the average cost per foot. The new average cost per foot (which excludes tree trimming and ledge work costs) is \$3.90 for single-phase line extensions and \$8.01 for three-phase line extensions. The CAD received only a few customer contacts in 2000 concerning the changes to BHE's line extension policy.

3. Maine Public Service Company

The revisions to the Maine Public Service Company (MPS) policy went into effect September 15, 2000, and established the circumstances under which MPS will allow customers to own their line extension. The changes set out the obligations of both MPS and customers regarding private line extensions. The CAD did not receive any calls in 2000 from MPS customers regarding these policy changes. One possible

reason is that the changes became effective in mid-September 2000, near the end of the construction season.

4. Line Extension Legislation

L.D. 2656, *An Act to Provide Affordability in New Home Construction for Maine Families*, was introduced during the Second Regular Session of the 119th Maine Legislature. The bill proposed that electric utilities be required to provide the first 300 feet of a single-phase overhead distribution line extension to a customer for free and allowed for installment payments for up to 5 years for extensions of up to 2,000 feet. This was the policy of CMP until a recent Commission order requiring that only the first 75 feet of a single-phase overhead line extension be provided free of charge to a customer. The bill would also require electric utilities to submit a proposed standard per-foot installation charge for single-phase overhead distribution line extensions within 90 days after the effective date of this bill.

While the bill was voted “ought not to pass” by the Joint Standing Committee on Utilities and Energy, the Commission was asked to examine various issues raised by the bill including: 1) whether there should be a uniform statewide line extension policy; 2) whether utilities should be required to finance customer line extensions over time; and 3) whether other issues need to be addressed. The Commission was directed to submit a report to the Utilities and Energy Committee by January 1, 2001.

The CAD participated in the drafting of this report and provided insight into customer concerns about the policy based on its customer contacts. The Commission’s report recommended that “consistent policies be adopted for electric and telephone utilities.” It also recommended that a consistent line extension policy should embody the following policies: 1) the price for the first 2,000 feet of line extension should reflect or be close to the actual cost; 2) the cost for line extensions beyond 2,000 feet should reflect the actual cost; 3) customers should be allowed to pay over time; 4) non-utility persons should be allowed to build line extensions subject to appropriate construction and safety standards; 5) customers should be allowed to own line extensions, provided they maintain them; 6) line extension costs should be apportioned among multiple customers; 7) an assistance program for low income customers should be created; and 8) better customer education regarding line extension requirements should be provided by utilities. If the Legislature accepts this recommendation, it may direct the Commission to develop a consistent line extension policy for all electric utilities.

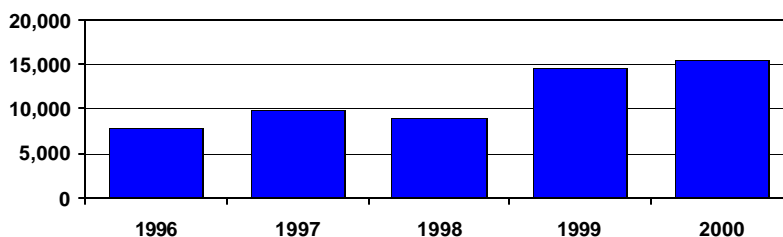
III. CUSTOMER CONTACTS

The CAD is committed to providing assistance and protection to consumers of regulated utilities. In 2000, the CAD assisted 15,590 consumers, the largest number in CAD history. As shown in Figure 1, this was a 6% increase over the 14,723 customers assisted in 1999, and a 73% increase over the 9,021 customers assisted

in 1998. The increase in calls is due to increasing consumer awareness of the existence of the CAD through Consumer Bulletins, brochures on electric restructuring, and the Lifeline/Link-up initiative, as well as consumer concern and questions associated with electric restructuring and competition in the telecommunications industry.

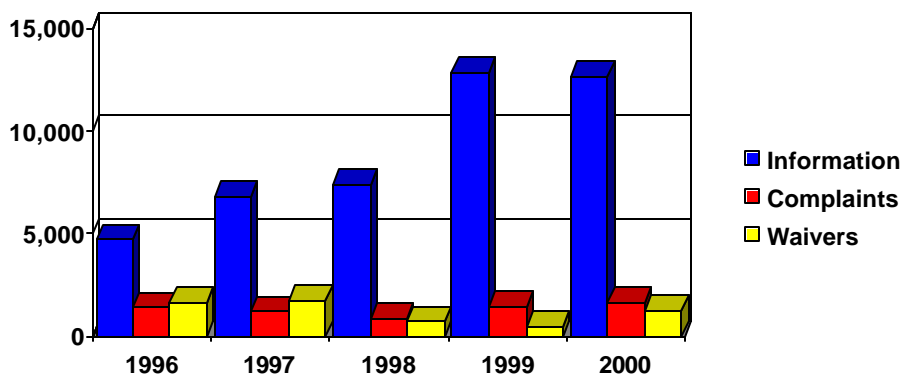
Almost 93% of the calls made to the CAD were answered “live” by a CAD representative. The customer contacts included informational requests from ratepayers, mediation requests by residential and business customers that had disputes with utilities, and requests by electric and gas utilities for authorization to disconnect customers who were experiencing payment problems during the winter.

Figure 1: Customer Contacts



As shown in Figure 2, the 15,590 contacts in 2000 included 12,659 requests for information, 1,645 complaints, and 1,286 requests for permission to disconnect electric and gas customers (waivers) during the 1999-2000 winter period.

Figure 2: Types of Customer Contacts



A. Requests for Information

The 12,659 requests for information covered electric restructuring, ratepayer rights and responsibilities, and sources of assistance for low-income customers who are having trouble paying their bills; questions about recent Commission decisions and their impact on ratepayers; utility billing practices; and requests for guidance on resolving disputes with utilities. The number of requests received reflects a slight decrease (1%) from the 12,799 requests received in 1999, and a 70% increase over the 7,427 requests received in 1998. The increase in information requests over 1998 levels is attributed to the changes and uncertainties for consumers associated with increasing competition among the utilities serving Maine ratepayers.

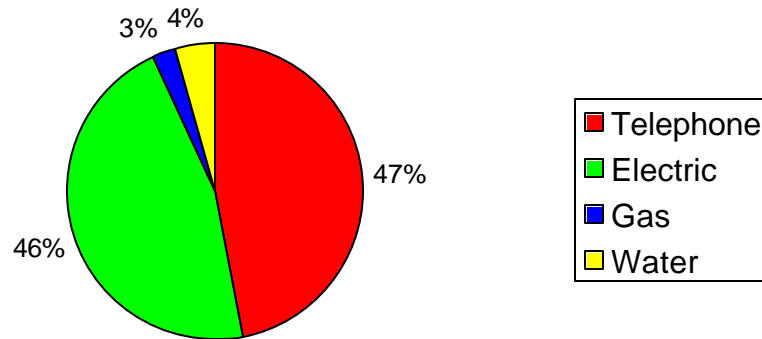
B. Consumer Complaints

The CAD defines a complaint as a dispute between a utility and a customer where the customer has attempted to resolve the dispute with the utility without success. Only once the consumer and utility cannot reach a mutually agreeable resolution of an issue will the CAD accept a complaint. Consumer complaints do not necessarily indicate that a utility has done something wrong in serving a customer. In some cases, customers file complaints with the CAD even though the utility has made a reasonable attempt to resolve the dispute. The CAD will still attempt to mediate these cases, but if reasonable attempts were made by the utility to resolve the problem and the utility has followed its Terms and Conditions and Commission rules, the CAD will find in favor of the utility and not change the terms of the resolution originally proposed by the utility.

The number of consumer complaints filed against utilities in 2000 (1,645) reflects a 12% increase over the 1,464 complaints received in 1999, and a 93% increase over the 853 complaints received in 1998. The increase in complaints filed is due primarily to increasing consumer confusion associated with electric restructuring and competition in the telecommunications industry, and improvements in the CAD intake and complaint handling process.

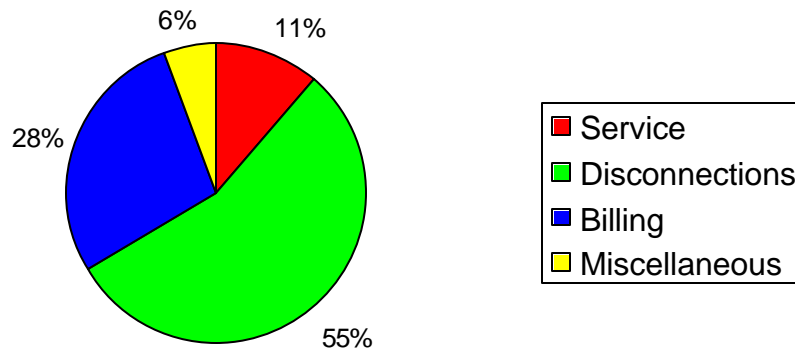
As shown in Figure 3, the majority of complaints filed in 2000 (93%) were against electric and telephone utilities. Compared to the total number of complaints filed, Maine's electric utilities generated fewer complaints in 2000 (46%) than in 1999 (60%), while telephone utilities generated more complaints in 2000 (47%) than in 1999 (34%).

Figure 3: Complaints Filed (by Utility Type)

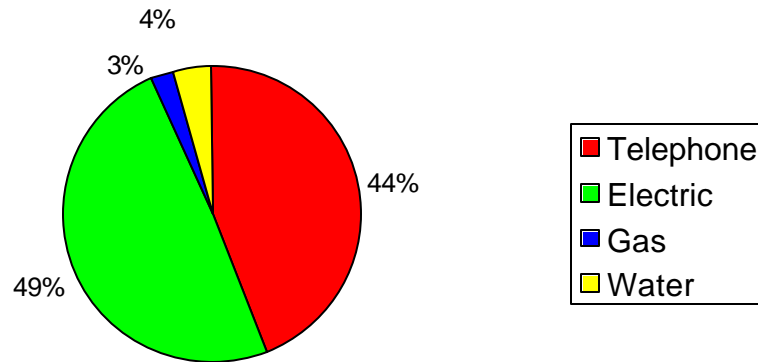


As shown in Figure 4, most of the complaints filed in 2000 involved actual or threatened disconnection (55%), billing problems (28%), or service problems (11%).

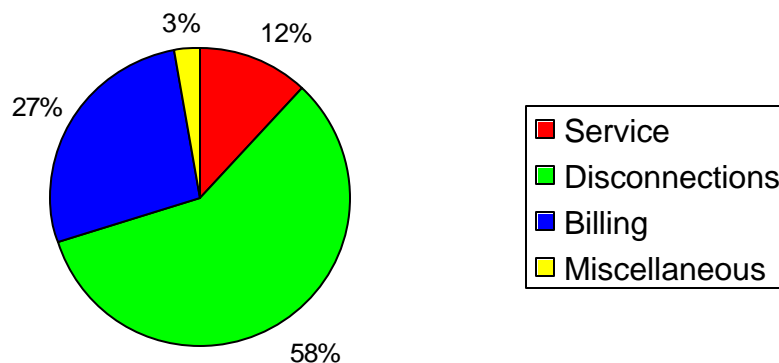
Figure 4: Complaints Filed (by Issue)



The CAD resolved 1,544 complaints in 2000, 17% more than in 1999 (1,322), and 53% more than in 1998 (1,011). The increase in complaints resolved is due to the increase in complaints filed and improvements in the CAD complaint handling process. As shown in Figure 5, the majority of complaints resolved in 2000 (93%) involved electric (49%) and telephone utilities (44%). Significantly fewer complaints involved water (4%) and gas (3%) utilities, primarily because those utilities have fewer customers.

Figure 5: Complaints Resolved (by Utility Type)

As shown in Figure 6, the majority of complaints resolved involved actual or threatened disconnection (58%), billing problems (27%), and service problems (12%). Compared to 1999, the percentage of complaints resolved in 2000 involving billing problems increased by 10%, and the percentage of complaints resolved involving service problems decreased by 8%. The percentage of complaints resolved involving disconnection issues remained about the same.

Figure 6: Complaints Resolved (by Issue)

Abatelements. As a result of complaint investigations completed in 2000, the CAD issued 224 decisions ordering more than \$223,000 in abatements to utility customers. This is more than twice the 92 decisions ordering abatement of more than \$104,373 in 1999. The increase in abatements is due primarily to improvements in the CAD intake and complaint handling process. The majority of the decisions in 2000 (182) returned \$117,667 to telephone utility customers. Decisions involving electric (22) and water (10) utilities returned \$58,365 and \$38,600 respectively.

Appeals of CAD Decisions. Appeals of CAD decisions are reviewed by the Commission's Legal Division and are decided by the Commission. Consumers appealed 21 CAD decisions in 2000. This is a 130% increase over the 9 appeals filed in 1999, and is equal to the number of appeals filed in 1998. The increase in appeals received during the past year is partially attributable to the increased number of complaints resolved in 2000 over 1999 (18%). In addition, the ratio of appeals to complaints resolved in 1999 appears to be abnormally low. This is supported by the fact that the same number of appeals was filed in 1998 and 2000, while the CAD resolved 54% more cases in 2000 than in 1998.

C. Requests for Winter Disconnection

The CAD received 1,286 requests from utilities to disconnect customers from gas or electric service during the winter of 1999-2000 (see Table 3). This is an increase of 280% over the 460 requests received during the 1998-99 winter period, and an increase of 74% over the 741 requests received during the 1997-98 winter period. The number of requests received in 1999-2000 is consistent with the average number of requests received in past winter seasons, but appears to be a significant increase over last year. However, an unusually low number of requests were received last year because CMP did not submit many requests. Of the 1999-2000 winter requests, 26% were granted.

Table 3: Winter Disconnection Requests

Utility	Total Received	Denied	Granted
Central Maine Power Company	1272	935	337
Eastern Maine Electric Cooperative	5	4	1
Madison Electric Works	6	5	1
Matinicus Plantation Electric Co-op	3	3	0
Total	1,286	947	339

The majority of requests denied were due to the CAD establishing a payment arrangement for the customer pursuant to the winter disconnection rule, or the customer bringing their account current, thereby avoiding the need for disconnection.

D. Requests for Exemption

The CAD reviews requests by utilities for exemptions from the Commission's consumer protection rules involving a single customer. The CAD received 12 requests for exemption in 2000. Most involved a utility's request for permission to add one customer's final bill to another customer's account. No requests for exemption were granted in 2000.

E. Violations of Commission Rules

The CAD issued 11 citations to utilities for violations of consumer protection rules (see Table 4). This number is slightly lower than the 14 citations issued in 1999, and nearly half the number of citations issued in 1998 (19). Most of the violations were for failure to comply with Chapter 81, *Residential Utility Service Standards for Credit and Collection Programs*.

Table 4: Number of Violations

Utility	Violations
AT&T	1
Bangor Hydro-Electric Company	1
Central Maine Power Company	7
Gardiner Water District	1
Houlton Electric Company	1
Total	11

IV. UTILITY COMPLAINT PROFILES

This section profiles the performance of Maine utilities with respect to consumer complaints resolved during the year. Complaints received by the CAD are used to assess the complaint handling performance of the major electric, gas, water, and telephone utilities. In nearly every case, the customer has already contacted the company about the problem prior to contacting the CAD. Closed complaint figures are used to evaluate utility performance because they represent final case resolution.

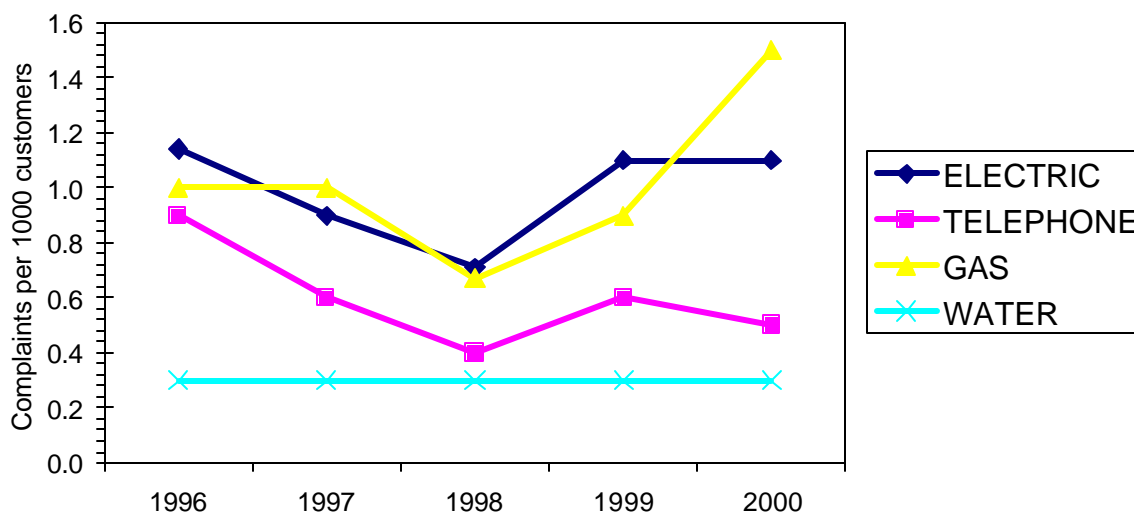
This section is organized by industry type. Both the major utilities and any smaller ones with a significant number of consumer complaints are included. The Appendix is a compilation of all utilities showing the number of complaints resolved in 2000 and the issues involved.

The calculation of a consumer complaint rate (consumer complaints per 1,000 customers) facilitates comparison among utilities of various sizes. The CAD has found that high consumer complaint rates or extreme changes from one year to the next often indicate patterns and trends that should be investigated. As shown in Figure 7, the complaint rate against natural gas utilities increased dramatically between 1999 and 2000, from 0.9 to 1.5. The increase in complaints was due to a change in the billing practices of Northern Utilities, Inc. (NUI) that caused many customers to be incorrectly and excessively billed, and the fact that NUI moved its credit and collection operations to Massachusetts.

The telephone utility complaint rate has remained relatively constant over the past four years (0.4 to 0.6), but it should be noted that these figures apply only to local

exchange carriers. Complaint rates for interexchange carriers have not been calculated. The electric utility complaint rate in 2000 was the same as in 1999 (1.1), and the water utility complaint rate (0.3) has remained constant over the past four years.

Figure 7: Complaint Rates (by Utility Type)



A. Competitive Electricity Providers

Beginning on March 1, 2000, all consumers in Maine were provided the right to choose who would provide their electricity. By early December 2000, 35 competitive electricity providers were licensed to provide service in Maine. Of those, 16 are aggregators or brokers and 19 are marketers selling electricity directly to customers.

While the competitive market for residential customers has not developed as hoped, the change to competitive electricity providers is taking place among all classes of customers. As anticipated, the move to the open market began with the state's largest customers. In Northern Maine, more residential customers switched to competitive providers than in the rest of the state. As shown in Table 5, over 3,000 Maine customers had switched to competitive electricity providers as of early December 2000.

Table 5: Customers Served by Competitive Providers

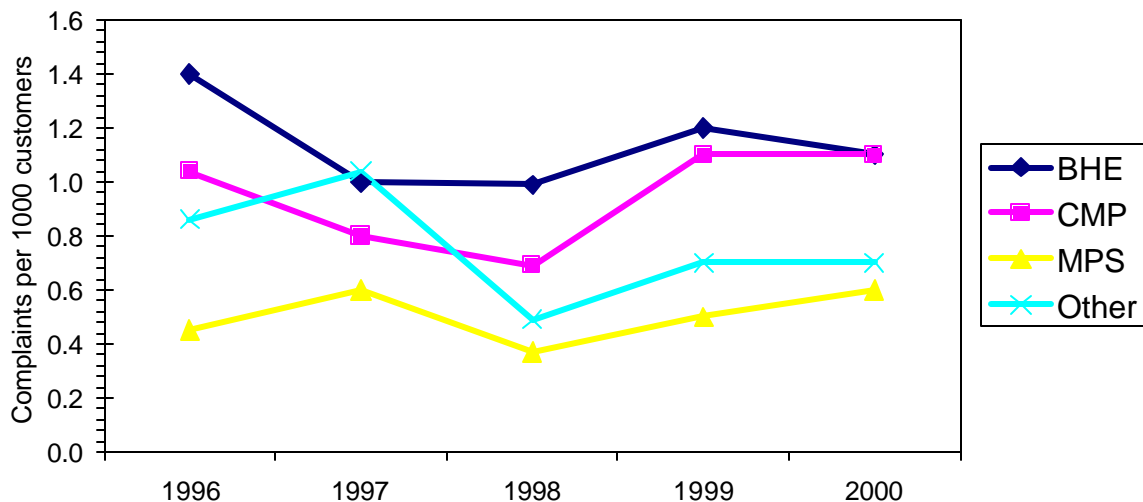
	CMP	BHE	MPS
Residential & Small Commercial	129	37	1680
Medium Class	928	38	111
Large Class	148	7	11
Total	1205	82	1802

The CAD did not receive any complaints in 2000 involving competitive electricity providers.

B. Electric Transmission and Distribution Utilities

There are 13 electric utilities that provide transmission and distribution services to Maine consumers. Of these, three are investor owned (Central Maine Power Company, Bangor Hydro-Electric Company, and Maine Public Service Company). The remainder are consumer owned. The CAD resolved 763 complaints against transmission and distribution utilities in 2000, an increase of 3% over the 742 complaints resolved in 1999, and 55% more than the 491 complaints resolved in 1998. As shown in Figure 8, the complaint rate for most transmission and distribution utilities has remained about the same over the past three years.

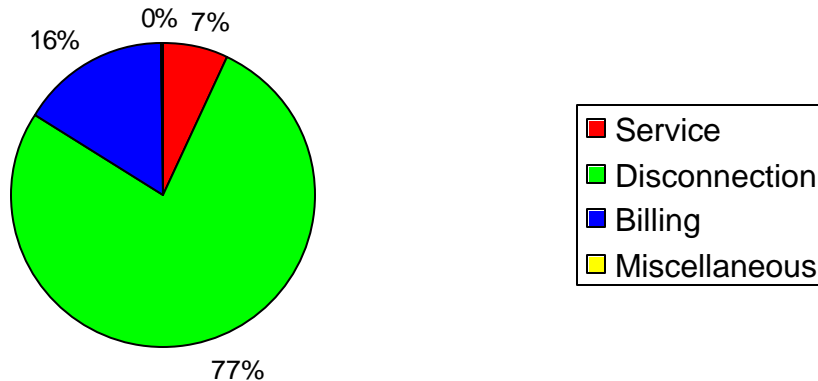
Figure 8: Electric Utility Complaint Rates



1. Central Maine Power Company

In 2000, 597 complaints involving Central Maine Power (CMP) were resolved. This was a 3% increase over the 580 complaints resolved in 1999, and a 66% increase over the 360 complaints resolved in 1998. As shown in Figure 9, 77% of the resolved complaints were related to threatened or actual disconnection, 16% concerned billing problems, and 7% concerned service-related issues. The number of complaints in each complaint category was nearly identical to those resolved in 1999. CMP's complaint rate in 2000 was 1.1 complaints per 1,000 customers, the same as in 1999. Their complaint rate in 1998 was 0.69.

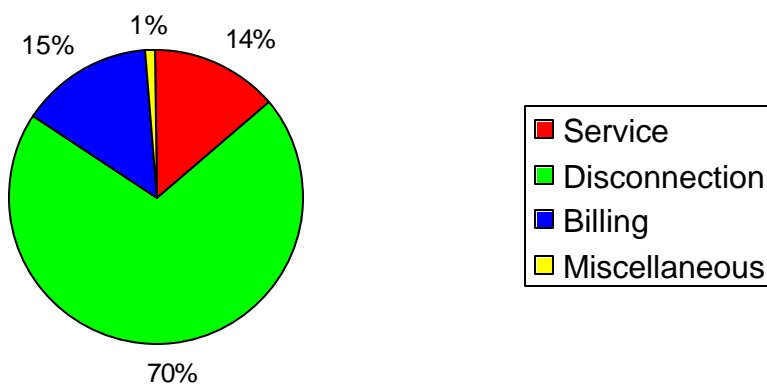
Figure 9: CMP Complaints Resolved (by Issue)



2. Bangor Hydro-Electric Company

In 2000, 123 complaints involving Bangor-Hydro Electric Company (BHE) were resolved. This was a 2% decrease from the 126 complaints resolved in 1999, and an 18% increase over the 104 complaints resolved in 1998. As shown in Figure 10, 71% of the resolved complaints were related to threatened or actual disconnection, 15% concerned billing problems, and 14% concerned service-related issues. The number of complaints in each complaint category was nearly identical to those resolved in 1999. BHE's complaint rate in 2000 was 1.1 complaints per 1,000 customers, slightly lower than its rate of 1.2 in 1999. Their complaint rate in 1998 was 0.99.

Figure 10: BHE Complaints Resolved (by Issue)

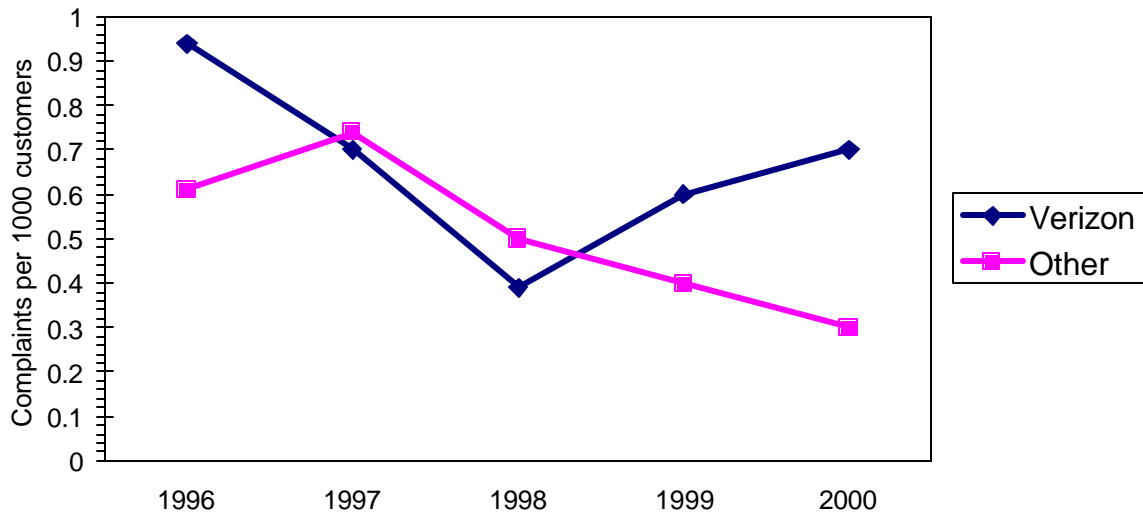


Complaint statistics for all other electric utilities are summarized in the Appendix.

B. Telephone Utilities

The Commission has approved over 300 telephone companies to provide in-state toll service and over 50 companies to compete in the local exchange market. The CAD resolved 677 complaints against telephone utilities in 2000, a 62% increase over the 419 complaints resolved in 1999, and a 250% increase over the 272 complaints resolved in 1998. While the CAD takes telecommunications complaints against all carriers, complaint rates have been calculated only for local exchange carriers. As shown in Figure 11, the complaint rate for Verizon, the largest local exchange carrier, has increased over the past three years from 0.4 to 0.7 complaints per 1,000 customers, while the complaint rate for all other local exchange carriers is decreasing.

Figure 11: Telephone Utility Complaint Rates



1. Verizon

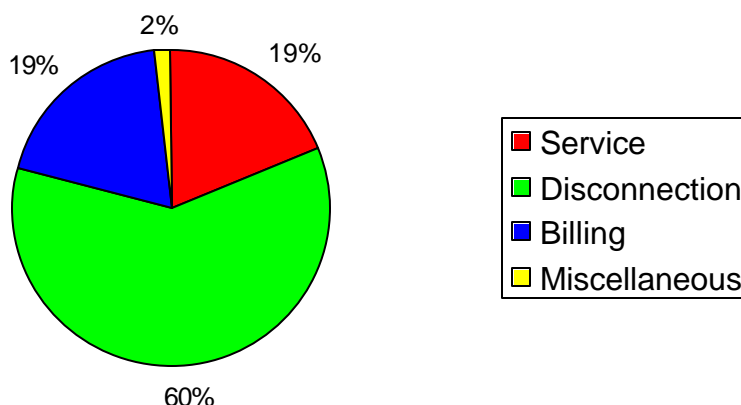
In 2000, 390 complaints involving Verizon (formerly Bell Atlantic) were resolved. This was an 8% increase over the 360 complaints resolved in 1999, and an 84% increase over the 212 complaints resolved in 1998. The increase in complaints resolved in 2000 was a result of the increase in the number of complaints filed in 1999 due to implementation of a new process for telephone installations. Verizon split the task of providing new service between their offices in Maine and Vermont, resulting in communication problems that caused new phone installation delays. As a result of the installation backlog and customer complaints, Verizon reverted back to its old installation process.

As shown in Figure 12, about 60% of the Verizon complaints resolved in 2000 were related to threatened or actual disconnection, 19% concerned billing problems, and 19% concerned service-related issues. The percentage of disconnection-related

cases resolved increased dramatically compared to 1999 (33%) due to the closure of Verizon's Portland credit and collection center in March 2000, and a large turnover in staff. With the closure of the Portland office, calls from Maine customers were routed to Verizon's credit and collection center in Massachusetts. As a result, complaints against Verizon increased significantly, with the vast majority of complaints involving payment troubled customers. Verizon's staff in Massachusetts was less flexible about establishing payment arrangements with customers, and in some cases, Verizon's staff was unfamiliar with Maine's consumer protection rules.

The percentage of service-related cases resolved decreased compared to 1999 (45%) as a result of fewer service complaints being filed once Verizon reverted back to its previous installation process. The percentage of cases resolved involving billing problems was nearly the same as in 1999. Verizon's complaint rate in 2000 was 0.7 complaints per 1,000 customers, an increase over their complaint rate in 1999 (0.6) and 1998 (0.4).

Figure 12: Verizon Complaints Resolved (by Issue)



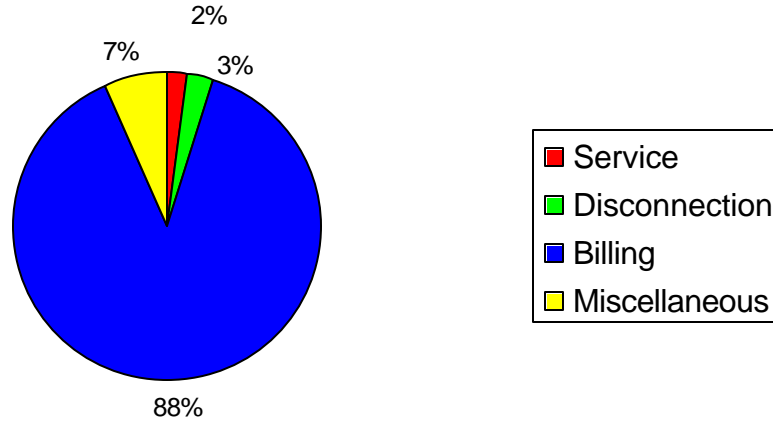
2. AT&T

In 2000, 137 complaints involving AT&T were resolved. This was an increase of over 800% compared to the 17 complaints resolved in 1999, and an increase of over 650% compared to the 21 complaints resolved in 1998. The increase in complaints resolved is due to the increase in complaints filed. The majority of complaints filed were a result of customers' inability to resolve their issues directly with AT&T. Consequently, they were forced to come to the CAD for assistance. Complaints were about AT&T's billing and collection procedures (such as issuing bills on a quarterly basis), high calling card rates, and excessive charges as a result of accessing adult web sites on the Internet.

As shown in Figure 13, about 88% of the AT&T complaints resolved in 2000 concerned billing problems, 7% concerned miscellaneous issues, 3% concerned

threatened or actual disconnection, and 2% concerned service-related issues. Historically, the majority of complaints resolved against AT&T concern billing issues.

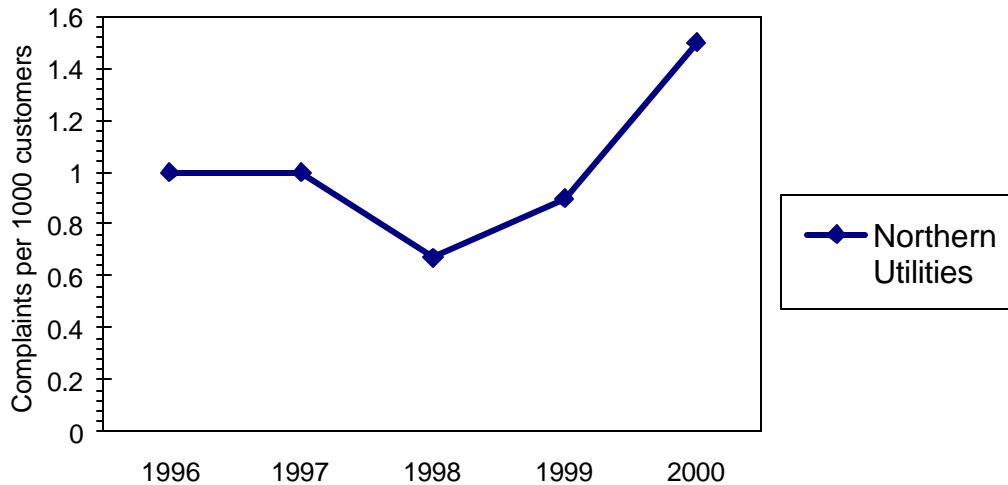
Figure 13: AT&T Complaints Resolved (by Issue)



C. Natural Gas Utilities

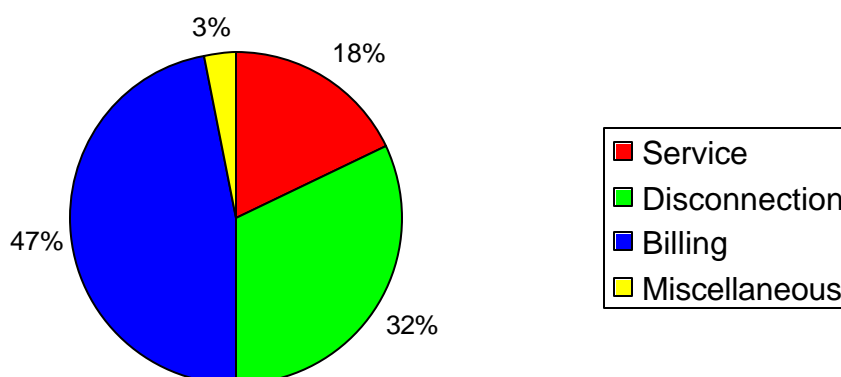
Three natural gas utilities currently serve portions of Maine: Northern Utilities, Inc., Bangor Gas Company, LLC, and Maine Natural Gas, LLC. All 37 natural gas utility complaints resolved by the CAD in 2000 involved Northern Utilities (NUI). This was an 85% increase over the 20 complaints resolved in 1999, and a nearly 250% increase over the 15 complaints resolved in 1998. As shown in Figure 14, NUI's complaint rate in 2000 was 1.5 complaints per 1,000 customers, an increase over their complaint rate in 1999 (0.9) and in 1998 (0.69). This increase is attributed to changes in NUI's billing practices, which are described more fully below.

Figure 14: NUI Complaint Rate



As shown in Figure 15, 47% of the resolved complaints against NUI involved billing problems, 32% involved threatened or actual disconnection, and 18% involved service-related issues. This was a dramatic increase over the percentage of complaints resolved involving service-related issues in 1999 when only three service-related complaints were filed (0%). This was also an increase over the percentage of complaints resolved involving billing (35%) in 1999, and a decrease in the percentage of complaints resolved involving disconnection (65%).

Figure 15: NUI Complaints Resolved (by Issue)



In the summer of 2000, the CAD began an investigation into NUI's billing practices after receiving numerous complaints from customers about incorrect or excessively high bills. The CAD learned that a change of parameters in NUI's billing system resulted in the rejection of an increased number of bills. When a bill is rejected by the system, an estimated bill is issued. Many of the bills rejected were based on actual meter readings, so replacing them with estimated bills caused an error in the amount billed. Compounding the problem, NUI charged customers the rates in effect at the time the bill was issued rather than re-rating the charges to match the rates that were in effect at the time of the actual usage. Commission rules require that customers be charged the rates in effect when the gas was used, not when the bill is issued. These two mistakes resulted in many customers being incorrectly (and excessively) billed. As a result of the CAD's investigation, 161 customers in Maine were credited a total of \$4,795.00 by NUI. To prevent this error from recurring, NUI changed the billing system parameters as well as its internal procedure for reviewing bills rejected by the billing system.

D. Water Utilities

Over 160 water utilities have been approved by the Commission to provide service in Maine. In 2000, the CAD resolved 64 complaints involving these utilities. Refer to the Appendix for a breakdown of complaints resolved by utility and issue.

E. Common Carriers

The Commission has approved 9 companies to provide public transportation on Casco Bay. No complaints against common carriers were received in 2000.

V. EDUCATION AND OUTREACH

The CAD made significant efforts in 2000 to increase public awareness of its services by adding its toll free number to gas customers' bills, by disseminating consumer information about regulatory matters and areas of concern to the news media (via consumer bulletins), and by using such information tools as the World Wide Web. The CAD's home page (<http://janus.state.me.us/mpuc/cad/cad.htm>) includes fact sheets, brochures, consumer bulletins, "tips of the month", and annual statistical reports, and allows consumers to file a complaint regarding their utility services while on-line. As more utility services move toward competition, it is expected the CAD's role as an educator will continue to increase.

A. Consumer Bulletins

The CAD issued four Consumer Bulletins in 2000 covering toll-free directory assistance, door-to-door sales by electricity suppliers, and scams involving long distance charges. These bulletins were sent to news organizations across the state, and posted on the CAD's website. A brief description of each bulletin follows.

☎ AT&T Discontinues Toll-Free Directory Assistance on March 31, 2000

Issued on January 21, 2000, this bulletin advised consumers of AT&T's plans to discontinue its Toll-Free Directory Assistance Service (TFDA) effective March 31, 2000. After that date, customers were no longer able to dial (800) 555-1212 and obtain toll-free numbers for businesses who listed their numbers with TFDA. AT&T discontinued this service due to a steady decline in its use by customers and the costs associated with providing the service.

⚡ Beware of Door-to-Door Sales by Electricity Suppliers

Issued on April 21, 2000, this bulletin warned consumers to beware of abuses in door-to-door sales by electricity suppliers. With the advent of electric competition on March 1, 2000, it was anticipated that consumers in Maine might experience the same problems experienced by consumers in other states. State regulators in New Jersey, Georgia, and Pennsylvania received a large number of complaints concerning door-to-door sales by energy suppliers, including forged enrollment forms, misrepresentation of the identity of the marketer, and discounts that are promised but never provided.

Calls Placed to the 809 Area Code May Result in Excessive Charges

This bulletin warned consumers that a simple reply to a phone number with the area code 809 (Dominican Republic) could result in excessive long distance charges. The scam begins with an urgent message left on answering machines, e-mail, or website advertisement. Messages vary from unclaimed sweepstake prizes, to reports of accidents involving family members or friends, to unpaid bills. Unsuspecting consumers call the number, which connects them to a long recorded message or someone who cannot speak English. Consumers were warned that once the call to an offshore area code connected, international telephone companies were involved. This meant that incurred charges could not be dismissed by a consumer's local or long distance telephone carrier, but must be addressed with the international carrier.

Accessing Web Sites May Incur International Long Distance Charges

Issued on December 11, 2000, this bulletin warned consumers that accessing some adult entertainment web sites could result in international long distance charges. The problem occurs when someone using a computer visits a web site containing adult entertainment advertisements. The consumer is invited to download free software that provides access to these sites. Once the software is downloaded, a pop-up window appears with a lengthy disclaimer warning that the modem connection to the consumer's local Internet service provider will be terminated and an international long distance call will be made. When the consumer clicks the "Yes, I agree" box, they begin accruing long distance telephone charges, often at a high international rate. To avoid unexpected charges, consumers were advised to carefully read all information before accepting the terms and conditions on a web page.

B. Other Outreach Activities

In addition to continuing its involvement in the Commission's electric restructuring consumer education program discussed previously, CAD staff made presentations to a variety of community-based organizations (see Table 6). Topics included credit and collection issues, landlord/tenant issues, assistance the CAD or the Commission could provide, winter disconnection requirements, and telephone service.

Table 6: Presentations by CAD Staff

Month	Topic	Name or Type of Group	Location
January	Electric restructuring	Senior Citizens	Bethel
	Electric restructuring	Adult Education	Falmouth
	Electric restructuring	Grange	Freedom
February	Electric restructuring	Take Off Pounds Sensibly	Gardiner
	Electric restructuring	Chamber of Commerce	Machias
	Electric restructuring	Senior Citizens	Bethel
	Credit and collection issues, landlord/tenant disputes, how/when to file a complaint with the PUC	Maine Rural Water Association	Portland
	Credit and collection issues, landlord/tenant disputes, how/when to file a complaint with the PUC	Maine Rural Water Association	Brewer
	Credit and collection issues, landlord/tenant disputes, how/when to file a complaint with the PUC	Maine Rural Water Association	Houlton
	Electric restructuring	Senior Citizens	Phillips
March	Electric restructuring	High School Finance and Math Class	Kennebunk
	Electric restructuring	Senior Citizens	Greene
	Electric restructuring	Grange	Topsham
April	Electric restructuring	Apt. Owners and Managers	Bangor
May	Upcoming events in Maine	Telephone Association of New England Annual Conference	Conway, NH
June	Telecommunications	AARP Consumer University	Bangor
October	Winter disconnection	Maine Municipal Association	Bangor
November	Telecommunications	Methodist Women	Corinna

Assisting utilities with the interpretation of Commission rules is another component of the CAD's outreach effort. The CAD often assists utilities by reviewing their credit and collection procedures to ensure they are reasonable and in compliance with Commission rules, and to ensure that service-related procedures are handled in a uniform, fair, and reasonable manner.

The CAD responds to utility requests for assistance in dealing with their more complex customer issues. This often means offering advice on how to proceed with disconnection or a collection action related to accounts with high balances, life support equipment, and issues other than non-payment such as failure to repair service lines, bankruptcy issues, and master-metered units. The CAD also assists utilities in drafting forms for disconnection, payment arrangement confirmation, and deposit disclosure statements.

VI. LOOKING FORWARD TO 2001

Expectations for 2001 are that consumer contacts will continue to increase as the CAD continues to refine and improve its consumer assistance process and as competition increases in both the telephone and electric industries. In particular, the CAD will focus on improving the quality of service provided to customers. Additional training is planned for CAD staff, as well as increased review of customer contacts. Proposed legislation and rules will focus efforts of CAD staff on several areas of utility regulation. In addition, the CAD plans to implement a customer feedback survey. Projects on which CAD staff anticipates spending a significant amount of time are described below.

A. Electric Lifeline Program

The CAD staff will be involved in a Commission rulemaking effort to create a statewide assistance program for low-income electricity customers. The Commission rule will apply to electric transmission and distribution utilities. A public hearing will be held on the draft rule. Hearing testimony and written comments will be reviewed by staff and incorporated into a final rule to be presented to the Commission for adoption.

B. Standards for Billing, Credit and Collection, and Termination of Service for Telecommunication Utilities

The CAD will be involved in a Commission rulemaking effort to establish standards for billing, credit and collection, and termination of service for telecommunication utilities. The goals of this rulemaking are to: 1) ensure that basic telephone service is available at affordable rates to all the citizens of Maine; 2) remove regulatory barriers to competition; 3) account for the asymmetry that exists in today's telecommunications market; and 4) substitute disclosure for regulation in the interexchange and local exchange markets where competition exists.

The three proposed rules (Chapters 290, 291, and 292) would apply to: 1) eligible telecommunications carriers; 2) non-eligible telecommunications carriers; and 3) interexchange carriers. The three types of carriers are addressed in separate rules to provide the appropriate level of consumer protection for the level of competition that exists in a particular market segment. Local exchange service is more heavily regulated with lighter disclosure requirements, while the rules governing interexchange (toll) carriers are heavier on disclosure and lighter on prescriptive requirements.

The proposed rules are designed to replace Chapter 81 (*Residential Utility Service Standards for Credit and Collection Programs*) and Chapter 86 (*Disconnection and Deposit Regulations for Non-Residential Utility Service*) for telecommunication utilities. A public hearing on the draft rule was held March 23, 2001. Hearing

testimony and written comments will be reviewed by staff and incorporated into a final rule to be presented to the Commission for adoption in 2001.

C. Electric Line Extension Policies

The CAD participated in the drafting of a line extension policy report to the Legislature which recommended that consistent policies be adopted for electric and telephone utilities. If the Legislature accepts this recommendation, it may direct the Commission to develop a consistent line extension policy. It is anticipated that CAD staff will devote a substantial amount of time to help develop such a policy.

D. Customer Feedback Survey

In order to monitor its own service to consumers, the CAD will survey those customers who have contacted the CAD with a utility-related problem or payment arrangement request. The purpose of the survey is to collect information from the consumer's perspective about the quality of the CAD's complaint handling service. The CAD will mail a written survey form to a sample of consumers who have been served by CAD staff. The CAD will frequently review the findings of the consumer feedback survey and promptly investigate any negative trends to improve staff performance.

APPENDIX

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COM. ELECTRIC/GAS	HQ ENERGY SERVICES, INC. (U.S)		0%		0%		0%		0%	0	0.0
	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	2	0	0%	0	0%	0	0%	0	0%	0	0.0
COMMUNICATIONS	CHINA TELEPHONE COMPANY	2	100%		0%		0%		0%	2	0.5
	COBBOSSEECONTEE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)	1	50%		0%	1	50%		0%	2	0.4
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	MAINE TELEPHONE COMPANY	2	50%	1	25%	1	25%		0%	4	0.3
	MID-MAINE TELECOM		0%	3	50%	3	50%		0%	6	1.0
	NEW ENGLAND TELEPHONE & TELEGRAPH COMPANY	1	100%		0%		0%		0%	1	0.0
	NORTHLAND TELEPHONE COMPANY OF MAINE	2	20%	3	30%	4	40%	1	10%	10	1.1
	OXFORD TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	OXFORD WEST TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.1
	PINE TREE TELEPHONE COMPANY	4	44%	2	22%	3	33%		0%	9	1.3
	SACO RIVER TELEPHONE COMPANY		0%	1	50%	1	50%		0%	2	0.2
	SIDNEY TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	SOMERSET TELEPHONE COMPANY / TDS		0%		0%	1	100%		0%	1	0.1
	STANDISH TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.1
	TIDEWATER TELECOM		0%	3	75%	1	25%		0%	4	0.4
	UNION RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	UNITEL, INC.		0%	1	50%	1	50%		0%	2	0.4
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	74	19%	234	60%	74	19%	7	2%	389	0.7
	WARREN TELEPHONE COMPANY (TDS)		0%	1	100%		0%		0%	1	0.5
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
Industry Totals	26	86	20%	251	58%	90	21%	8	2%	435	0.5
COMPETITIVE ELECTRIC PROVIDER	AES NEWENERGY, INC.		0%		0%		0%		0%	0	0.0
	AGF DIRECT ENERGY, LLC		0%		0%		0%		0%	0	0.0
	ALTERNATIVE POWER SOURCE, INC.		0%		0%		0%		0%	0	0.0
	COMPETITIVE ENERGY SERVICES, LLC (CES)		0%		0%		0%		0%	0	0.0
	CONSOLIDATED EDISON ENERGY, INC.		0%		0%		0%		0%	0	0.0
	DUKE ENERGY TRADING AND MARKETING, LLC		0%		0%		0%		0%	0	0.0
	E-PRO		0%		0%		0%		0%	0	0.0
	ENERGY ATLANTIC		0%		0%		0%		0%	0	0.0
	ENERGY OPTIONS CONSULTING GROUP, LLC		0%		0%		0%		0%	0	0.0
	ENERGY SUPPLY, INC.		0%		0%		0%		0%	0	0.0
	ENRON ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
	ENRON POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0
	FPL ENERGY POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0

Utility Complaints Closed in 2000

Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
	FREEDOM ENERGY BUYERS GROUP	0%	0%	0%	0%	0	0.0
	L.K. GOLDFARB ASSOCIATES, INC.	0%	0%	0%	0%	0	0.0
	MAINE ELECTRIC CONSUMER COOPERATIVE	0%	0%	0%	0%	0	0.0
	MAINE HEALTH & HIGHER ED FACILITIES AUTHORITY	0%	0%	0%	0%	0	0.0
	MAINE INTERFAITH AND LIGHT, INC.	0%	0%	0%	0%	0	0.0
	MAINE MUNICIPAL BOND BANK	0%	0%	0%	0%	0	0.0
	MAINE STATE CHAMBER OF COMMERCE	0%	0%	0%	0%	0	0.0
	NIAGARA MOHAWK ENERGY MARKETING, INC.	0%	0%	0%	0%	0	0.0
	ONLINECHOICE.COM, INC.	0%	0%	0%	0%	0	0.0
	PA STRATEGIES LLC D/B/A PA ENERGY STRATEGIES LLC	0%	0%	0%	0%	0	0.0
	PG&E ENERGY TRADING	0%	0%	0%	0%	0	0.0
	PPL ENERGYPLUS CO., LLC	0%	0%	0%	0%	0	0.0
	PROCTER & GAMBLE DISTRIBUTING COMPANY	0%	0%	0%	0%	0	0.0
	SELECT ENERGY, INC.	0%	0%	0%	0%	0	0.0
	SMARTENERGY.COM, INC.	0%	0%	0%	0%	0	0.0
	SYNERNET, INC	0%	0%	0%	0%	0	0.0
	THE NEW POWER COMPANY	0%	0%	0%	0%	0	0.0
	TRANSCANADA POWER MARKETING LTD.	0%	0%	0%	0%	0	0.0
	UNITIL RESOURCES, INC. D/B/A USOURCE	0%	0%	0%	0%	0	0.0
	USOURCE, L.L.C.	0%	0%	0%	0%	0	0.0
	UTILITY.COM	0%	0%	0%	0%	0	0.0
	WEIL AND HOWE	0%	0%	0%	0%	0	0.0
	WORCESTER TRADING, INC.	0%	0%	0%	0%	0	0.0
INDUSTRY TOTALS	36	0 0%	0 0%	0 0%	0 0%	0	0.0
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	17 14%	87 71%	18 15%	1 1%	123	1.1
	CENTRAL MAINE POWER COMPANY	41 7%	458 77%	95 16%	2 0%	596	1.1
	EASTERN MAINE ELECTRIC CO-OP, INC	1 13%	4 50%	3 38%	0%	8	0.7
	FOX ISLAND ELECTRIC COOPERATIVE, INC	0%	1 100%	0%	0%	1	0.6
	HOULTON WATER COMPANY - ELECTRIC DEPT.	0%	4 100%	0%	0%	4	0.8
	ISLE-AU-HAUT ELECTRIC POWER COMPANY	0%	0%	0%	0%	0	0.0
	KENNEBUNK LIGHT & POWER COMPANY	0%	0%	0%	0%	0	0.0
	MADISON DEPARTMENT OF ELECTRIC WORKS	1 13%	7 88%	0%	0%	8	2.7
	MAINE PUBLIC SERVICE COMPANY	0%	20 91%	2 9%	0%	22	0.6
	MATINICUS PLANTATION ELECTRIC COMPANY	0%	0%	0%	0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT	0%	0%	0%	0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE	0%	0%	0%	0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT	0%	0%	0%	0%	0	0.0
INDUSTRY TOTALS	16	60 8%	581 76%	118 15%	3 0%	762	1.1
GAS	BANGOR GAS COMPANY, LLC	0%	0%	0%	0%	0	0.0
	MAINE NATURAL GAS, LLC	0%	0%	0%	0%	0	0.0

Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
	MID MAINE GAS UTILITIES, INC.	0%	0%	0%	0%	0	0.0
	NORTHERN UTILITIES, INC. - MAINE	7 19%	11 30%	18 49%	1 3%	37	1.5
INDUSTRY TOTALS	7	7 19%	11 30%	18 49%	1 3%	37	1.5
GAS SUPPLIERS	AGF GAS SALES AND SERVICING, INC.	0%	0%	0%	0%	0	0.0
	DORMER MOTORS	0%	0%	0%	0%	0	0.0
	DUKESOLUTIONS INC	0%	0%	0%	0%	0	0.0
	ENERGYEXPRESS, INC.	0%	0%	0%	0%	0	0.0
	H.Q. ENERGY SERVICES (U.S.), INC.	0%	0%	0%	0%	0	0.0
	HOUSTON ENERGY SERVICES COMPANY L. L.C.	0%	0%	0%	0%	0	0.0
	MAINE EDUCATION ASSOCIATION	0%	0%	0%	0%	0	0.0
	METROMEDIA ENERGY NORTHEAST, INC.	0%	0%	0%	0%	0	0.0
	POWERCOM ENERGY AND COMMUNICATIONS ACCESS, INC	0%	0%	0%	0%	0	0.0
	PROVIDENCE ENERGY SERVICES	0%	0%	0%	0%	0	0.0
	SMARTENERGY.COM	0%	0%	0%	0%	0	0.0
	STATOIL ENERGY, INC.	0%	0%	0%	0%	0	0.0
	TXU ENERGY TRADING CO D/B/A TXU ENERGY SERVICES	0%	0%	0%	0%	0	0.0
INDUSTRY TOTALS	13	0 0%	0 0%	0 0%	0 0%	0	0.0
OTHER	OTHER	1 33%	0%	1 33%	1 33%	3	0.0
INDUSTRY TOTALS	1	1 33%	0 0%	1 33%	1 33%	3	0.0
WATER	ADDISON POINT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ALFRED WATER COMPANY	0%	0%	0%	0%	0	0.0
	ALLEN WATER COMPANY	0%	0%	0%	0%	0	0.0
	ANDOVER WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ANSON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ASHLAND WATER & SEWER DISTRICT	0%	0%	0%	0%	0	0.0
	AUBURN WATER DISTRICT	0%	0%	0%	0%	0	0.0
	AUGUSTA WATER DISTRICT	0%	6 86%	1 14%	0%	7	3.7
	BAILEYVILLE UTILITY DISTRICT	0%	0%	0%	0%	0	0.0
	BANGOR WATER DISTRICT	0%	0%	1 100%	0%	1	0.1
	BAR HARBOR WATER COMPANY	0%	0%	0%	0%	0	0.0
	BATH WATER DISTRICT	0%	2 100%	0%	0%	2	0.6
	BELFAST WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BERWICK WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	BETHEL WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BIDDEFORD & SACO WATER COMPANY	1 50%	0%	1 50%	0%	2	0.1
	BINGHAM WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BOOTHBAY HARBOR WATER SYSTEM	0%	0%	0%	0%	0	0.0
	BOWDOINHAM WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BREWER WATER DISTRICT	0%	2 67%	1 33%	0%	3	0.9

Utility Complaints Closed in 2000

Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
	BRIDGTON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BROWNVILLE JUNCTION WATER SYSTEM	0%	0%	0%	0%	0	0.0
	BROWNVILLE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BRUNSWICK & TOPSHAM WATER DISTRICT	0%	0%	0%	0%	0	0.0
	BUCKFIELD VILLAGE CORPORATION	0%	0%	0%	0%	0	0.0
	CALAIS (CITY OF) WATER DEPARTMENT	0%	1 100%	0%	0%	1	0.0
	CANTON WATER DISTRICT	0%	1 100%	0%	0%	1	76.9
	CARIBOU UTILITIES DISTRICT	0%	0%	0%	0%	0	0.0
	CASTINE WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	CLINTON WATER DISTRICT	0%	1 100%	0%	0%	1	2.5
	CONSUMERS MAINE WATER	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER - HARTLAND DIVISION	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - BUCKSPORT	0%	1 100%	0%	0%	1	1.6
	CONSUMERS MAINE WATER COMPANY - CAMDEN/ROCKLAND	0%	1 100%	0%	0%	1	0.1
	CONSUMERS MAINE WATER COMPANY - DAMARISC/NEWCASTLE	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - FREEPORT	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - GREENVILLE	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - HARTLAND	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - KEZAR FALLS	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - MILLINOCKET	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - OAKLAND	0%	0%	0%	0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - SKOWHEGAN	0%	1 50%	1 50%	0%	2	0.8
	CORINNA WATER DISTRICT	0%	0%	0%	0%	0	0.0
	CORNISH WATER DISTRICT	0%	0%	0%	0%	0	0.0
	DANFORTH WATER DISTRICT	0%	0%	0%	0%	0	0.0
	DEER ISLE CONSUMER OWNED WATER UTILITY	0%	0%	0%	0%	0	0.0
	DEXTER UTILITY DISTRICT	0%	0%	0%	0%	0	0.0
	DIXFIELD WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	DOVER-FOXCROFT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	DRESDEN MILLS WATER DISTRICT	0%	0%	0%	0%	0	0.0
	EAGLE LAKE WATER & SEWER DISTRICT	0%	0%	0%	0%	0	0.0
	EAST BOOTHBAY WATER DISTRICT	0%	0%	0%	0%	0	0.0
	EAST MILLINOCKET WATER WORKS	0%	0%	0%	0%	0	0.0
	EAST PITTSFORD WATER DISTRICT	0%	0%	0%	0%	0	0.0
	EAST VASSALBORO WATER SYSTEM	0%	0%	0%	0%	0	0.0
	ELLSWORTH WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	EUSTIS WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	EXETER WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	FARMINGTON FALLS WATER COMPANY	0%	0%	0%	0%	0	0.0
	FARMINGTON VILLAGE CORPORATION	0%	0%	0%	0%	0	0.0

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRANKLIN WATER DEPARTMENT	1	100%		0%		0%		0%	1	5.8
	FRIENDSHIP WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%	1	100%		0%		0%	1	0.3
	GRAND ISLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	GRAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	GREAT SALT BAY SANITARY DISTRICT		0%		0%		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT	1	100%		0%		0%		0%	1	1.6
	HALLOWELL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HARRISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HEBRON WATER COMPANY		0%		0%		0%		0%	0	0.0
	HIGHLAND WATER COMPANY		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY		0%		0%	1	100%		0%	1	0.5
	HOWLAND WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%	1	100%		0%		0%	1	3.8
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KENNEBEC WATER DISTRICT		0%	13	100%		0%		0%	13	1.4
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER		0%		0%	2	100%		0%	2	0.2
	KINGFIELD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%	1	100%		0%	1	0.2
	LEWISTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	LIMERICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LISBON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	LIVERMORE FALLS WATER DISTRICT		0%	2	100%		0%		0%	2	1.6
	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY		0%		0%		0%		0%	0	0.0
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MARS HILL/BLAINE WATER COMPANY		0%		0%		0%		0%	0	0.0
	MECHANIC FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILBRIDGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints Closed in 2000

Utility Type	Company	Service # %	Disconnect/ Notice # %	Billing # %	Miscellaneous # %	Total Complaints	Rate per 1000 Customers
	MORRILL VILLAGE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	MOSCOW WATER DISTRICT	0%	0%	0%	0%	0	0.0
	MOUNT DESERT WATER DISTRICT	0%	0%	1 100%	0%	1	0.0
	MT. BLUE STANDARD WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NEW HARBOR-CHAMBERLAIN WATER ASSOCIATION	0%	0%	0%	0%	0	0.0
	NEW PORTLAND WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NEW SHARON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NEWPORT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NORTH BERWICK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	NORTH JAY WATER DISTRICT	0%	0%	0%	0%	0	0.0
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT)	0%	0%	0%	0%	0	0.0
	NORWAY WATER DISTRICT	0%	0%	0%	0%	0	0.0
	OLD TOWN WATER DISTRICT	0%	0%	0%	0%	0	0.0
	ORONO-VEAZIE WATER DISTRICT	1 100%	0%	0%	0%	1	1.5
	OXFORD WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PARIS UTILITY DISTRICT	0%	0%	0%	0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PATTEN WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	PITTSFIELD WATER WORKS	0%	0%	0%	0%	0	0.0
	PLYMOUTH WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PORT CLYDE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	PORTLAND WATER DISTRICT	1 8%	8 67%	3 25%	0%	12	0.3
	PRESQUE ISLE WATER DISTRICT	0%	0%	0%	0%	0	0.0
	QUANTABACOOK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	RANGELEY WATER COMPANY	0%	0%	0%	0%	0	0.0
	RICHMOND UTILITIES DISTRICT	0%	0%	0%	0%	0	0.0
	RUMFORD WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)	0%	0%	0%	0%	0	0.0
	SANDY POINT WATER COMPANY	0%	0%	0%	0%	0	0.0
	SANFORD WATER DISTRICT	0%	0%	1 100%	0%	1	0.2
	SEARSMONT VILLAGE WATER ASSN	0%	0%	0%	0%	0	0.0
	SEARSPORT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SMALL POINT WATER COMPANY	0%	0%	0%	0%	0	0.0
	OLON WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTH BERWICK WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT	0%	0%	0%	0%	0	0.0
	SOUTHPORT WATER SYSTEM	0%	0%	0%	0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT	0%	0%	0%	0%	0	0.0
	ST. FRANCIS WATER DISTRICT	0%	0%	0%	0%	0	0.0

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
	STARKS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STONINGTON WATER COMPANY		0%		0%		0%		0%	0	0.0
	STRONG WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SULLIVAN HARBOR WATER COMPANY		0%		0%		0%		0%	0	0.0
	VAN BUREN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VINALHAVEN WATER DISTRICT	1	100%		0%		0%		0%	1	2.4
	WALDOBORO WATER COMPANY		0%		0%		0%		0%	0	0.0
	WASHBURN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WATERBORO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WEST PARIS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WILTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WINTER HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTERPORT WATER DISTRICT		0%	1	100%		0%		0%	1	3.2
	WINTHROP UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	WISCASSET WATER DISTRICT		0%		0%		0%		0%	0	0.0
	YARMOUTH WATER DISTRICT	2	100%		0%		0%		0%	2	2.0
	YORK WATER DISTRICT		0%		0%		0%		0%	0	0.0
INDUSTRY TOTALS	160	8	13%	42	66%	14	22%	0	0%	64	0.3
WATER COMMON CARRIER	BAY EXPRESS WATER TAXI		0%		0%		0%		0%	0	0.0
	CASCO BAY CHARTER, INC.		0%		0%		0%		0%	0	0.0
	CASCO BAY ISLAND TRANSIT DISTRICT		0%		0%		0%		0%	0	0.0
	CHEBEAGUE TRANSPORTATION SERVICE		0%		0%		0%		0%	0	0.0
	EAGLE TOURS, INC		0%		0%		0%		0%	0	0.0
	INTERCOASTAL MARINE TRANSPORT		0%		0%		0%		0%	0	0.0
	LIONEL PLANTE ASSOCIATES		0%		0%		0%		0%	0	0.0
	MARINE TAXI SERVICE		0%		0%		0%		0%	0	0.0
	OLDE PORT MARINER FLEET, INC.		0%		0%		0%		0%	0	0.0
INDUSTRY TOTALS	9	0	0%	0	0%	0	0%	0	0%	0	0.0
Utility Totals	270	162	12%	885	68%	241	19%	13	1%	1,301	0.7